HUMAN CAPITAL MANAGEMENT

BULLETIN

October 18, 2001

A Message from Tim Dirks, Director, Office of Human Resource Management...

"In this our second issue of the Human Capital Management Bulletin, we focus on an exciting Human Capital Management Initiative, *Expanded Use of Automated Human Resource Systems and Streamlining Hiring Processes.* Deputy Secretary Blake has set a target date of December 2001 for a 30-50% increase in the use of *Quick Hire*, DOE'S automated recruitment and evaluation system. Many of those organizations already utilizing *Quick Hire* can attest to its effectiveness.

Featured Human Capital Management Initiative:

Expanded Use of Automated Human Resources Systems and Streamlined Hiring Processes

During our Human Capital Summit in July, the Department's senior managers, human resources and diversity managers, and other key DOE stakeholders gathered to address critical resource issues for the Department. Since the Summit, the Deputy Secretary has announced some short-term Human Capital Management initiatives. Among these initiatives is a call for the **Expanded Use of Automated Human Resources Systems and to Streamline Hiring Processes.** The goals of this initiative are to increase the current use of QuickHire by 30-50% and to handle all Headquarters non-bargaining unit positions through QuickHire. The lead office on these QuickHire initiatives is the Office of Management, Budget, and Evaluation (Enid Levine, CHRIS Office, 202-586-1194 and Claudia Cross. HO Ouick Hire. 202-586-1234).

What is QUICKHIRE and What Can it Do for DOE?

QuickHire is a commercial hiring management system that streamlines the government hiring process. QuickHire represents the movement in the federal government towards using cutting edge technology to increase efficient and quality recruitment of highly talented people. The Department is using QuickHire software as part of the Corporate Human Resource Information System (CHRIS). Piloting for the program began in November 2000 at Headquarters and six field sites (Albuquerque, Ohio, Oak Ridge, Nevada, Richland, and Western Area Power Administration). Since then, 915 job announcements across 69 different job series have been issued using the new system, and over 15,500 applicants have applied for specific positions. By November 2001, all DOE Headquarters non-bargaining unit vacant positions are expected to be announced and filled by QuickHire. In addition, four new sites, Strategic Petroleum Reserve, Oakland, Golden and the National Energy Technology Laboratory, have completed QuickHire training and are expected to go on line by the end of the year.
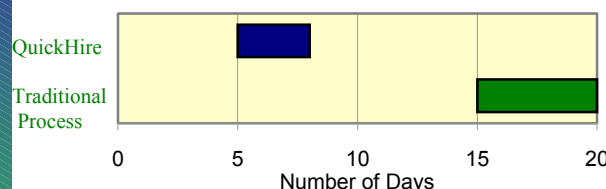
QuickHire, or DOE Jobs Online, differs from the "paper" recruitment process system by automating the hiring process. It uses on-line communication between applicants and the recruitment team instead of postal mail. It replaces prose–style KSAs with computer-scored competency statements, and it eliminates the need for ranking panels and paperwork by automating the rating, ranking, and certification process.

QuickHire is an excellent tool for 1) maximizing the size and quality of the candidate pool, 2) providing selecting officials with the best qualified candidates in the minimum time, and 3)achieving these outcomes with the least expenditure of resources.

QUICKHIRE TRENDS

Average Number of Days From Vacancy Announcement Closing to Issuance of Selection Certificate

Our CHRIS Office recently conducted a survey of offices currently using QuickHire, and valuable feedback was received on the pluses of using the system and areas where improvement is needed. As with any new process QuickHire is experiencing some "growing pains" but the feedback we're receiving is proving extremely valuable in our process of streamling this system. Even as we refine the system, QuickHire is making the Department a more competitive employer for highly marketable and qualified candidates by dramatically decreasing the time and effort of the applicant and selection process. The paperless administration of QuickHire also increases the availability of valuable resources to perform more complex tasks and therefore, increases the overall efficiency and cost-effectiveness of the Department's hiring process.

Listen to a QUICKHIRE Customer and Applicant...

"I recently used the QuickHire system to recruit for a career ladder GS-9/11/12. This was one of the first, if not the very first, uses of QuickHire within EIA to recruit new employees. I found the system, although new and going through some growing pains, to be an efficient and excellent process for hiring staff. By and large I considered the process a huge success and believe it cut weeks if not months, off the old hiring process. Taking the time to fine tune the questions and provide more information on its use to managers will go a long way toward making this a valuable hiring method for the future." Ron O'Neill, EIA

"I was hired through a QuickHire vacancy. The application process was so easy and the hiring process was a lot faster than I thought it would be. I have friends who would like to get into the federal government but are frankly turned off by the long paper and hiring process. If QuickHire were used more, I think you'd see a significant increase in the number of non-federal and highly qualified candidates." Rebecca Griffin, ME

Why Use Quick Hire?

QUICKHIRE Fills Jobs More Quickly because...
- Coordination of rating panel not necessary
- No wait past the closing date for mail delivery of applications
- Instantaneous feedback to and from applicants
- Ranking process automatic
- Certificate is generated more quickly

QUICKHIRE Increases Talent Pool for Jobs because...
- Application process for applicants is easier and automatic
- Instantaneous feedback to and from applicants so applicants know where they stand and are willing to stick out the process
- Hiring process expedited, which keeps DOE in the competition for highly marketable candidates

QUICKHIRE Benefits Mangers because...
- Instant status information can be retrieved
- Referral to manager is paperless and capability for manager review on-line
- Reduces hiring time
- Stores an inventory of competency questions sorted by functional areas so managers have an easy, already proven quality way to develop the competency system. Mangers can also develop their own competency questions and can include screen-out questions.

## HUMAN CAPITAL MANAGEMENT INITIATIVES UPDATE

Completed Initiatives:

DOE Workforce Restructuring Plan: Submitted to OMB with the FY 2003 budget on September 10, 2001 completing the initiative.

Diversity Policy: Equal Employment Opportunity and Diversity Policy statement issued by Secretary Abraham on October 9, 2001.

WORKFORCE TRENDS

AGE COHORTS IN THE DOE TECHNICAL WORKFORCE

Year	< 35	35 - 50	>50
1996	18%	50%	32%
1998	11%	52%	37%
2000	7%	49%	44%

Legend: < 35, 35 - 50, >50

7
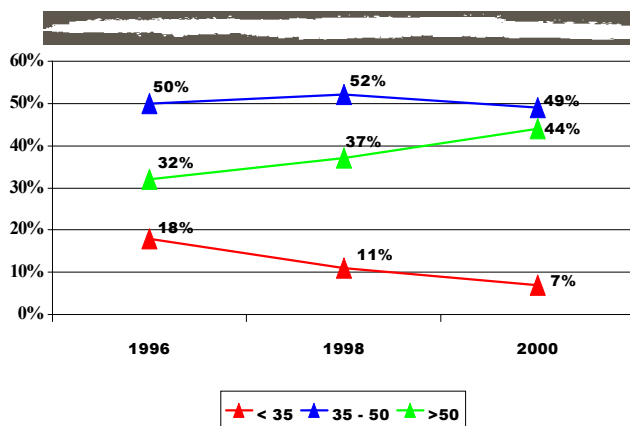
Stakeholder Involvement:
Meetings with stakeholders are continuing to ensure that input is received early in the development process. Meetings with three of the Human Capital Summit Teams on initiatives related to their team interest occurred in the past weeks and conferences with the DOE Human Resources and Diversity stakeholders are scheduled in late October and early November.

This bulletin as well as September's bulletin and information relating to Human Capital Management can be viewed at the following website http://www.ma.doe.gov/pol/hcsindex.html